

Technology Plan
Avon Free Public Library
Avon, CT.
October 1, 2007 - December 31, 2010

Vision: To excel as the community's link to ideas, information and resources.

Mission Statement: To serve as the center of enrichment for the Avon community providing free and convenient access to information, literature, culture and the arts through a variety of media and technologies. To fulfill this promise, the library will provide:

- Free and convenient access to a diverse and growing collection
- Knowledgeable and responsive staff
- Technology that connects our community to the global information world; and,
- A variety of library services and programs for all ages.

Adopted by the Board of Directors,
Avon Free Public Library October 16, 2007

Technology Vision Statement: The Avon Free Public Library will be the information hub for the community, utilizing current technologies and high speed Internet access to improve library services for the community including links to schools, Town agencies, businesses and organizations. The Library will be both a physical place as well as an information portal, where residents will be able to access the library 24 hours a day, 7 days a week, through its website and electronic resources. Library staff will be provided with continuous training and development opportunities so they may better serve the public.

Objectives of this Plan

This plan is intended to guide technological development in the Library for the next three years. It will support the minimal needs of the library's mission statement, stimulate thought and discussion about the technological needs of our community, provide structure for planning and budgeting in the next three years, provide a base to plan for technology in building expansion and finally, meet the criteria of the FCC for application for the E-rate discount for telecommunications.

Current Technology Environment: The Avon Free Public Library has a hardwired network of 45 computers, including one laptop: 25 public and 20 staff workstations. Staff workstations are the tools used for public services functions, such as checking out materials, cataloging materials, placing reserves and Interlibrary Loans, updating Library and Town websites, answering Reference queries and e-mails, and Reference database searching. Telecommunications are provided in the form of a T-1 line through C.E.N. (Connecticut Education Network) and our membership in the CONNECT consortium, administered by Library Connection, Inc. in Windsor. They also host our e-mail server.

The Library maintains both its own website and the Town of Avon's website. The Library's website is hosted at The Computer Company, Inc. in Cromwell. The Town's website is hosted at Fuss & O'Neill in Manchester and the software used is through Virtual Town Hall. The Library provides wireless Internet access inside and outside the building through four Microsoft Broadband MN-700 wireless base stations. Access is available to users having hardware equipped with wireless network cards meeting the WiFi standard IEEE 802.11b or 802.11g.

The Library is also connected to the Town of Avon network through a direct T-1 circuit, giving seven Library administrative staff access to the Town intranet and e-mail system. The Library uses WEBCAL Internet software for program room reservations and calendar, and EventKeeper Internet software for the website's public calendar of events and programs, and for Museum Pass management.

Telephone service is provided through AT&T; Mid-State Teledata handles maintenance of telephone equipment and the voicemail system. For presentation hardware in the program room, we have an LCD projector on a cart with a manual pull-down screen, and speakers for sound. We have no materials circulation security system.

Plans for the Expanded Library: There are several major concerns that need to be planned for and addressed before and during construction for the expanded library.

1. Telecommunications and Network wiring needs to be upgraded from Category 5 cable to Category 6 cable.
2. Network, Wireless and Telecommunication Services: Redeploy servers, switches and supporting hardware into a secured area away from heat, water pipes and accidental brush-by disconnects.
3. The building should be made "RFID Ready," (Radio Frequency Identification Technology) to enable patron check-out, check-in, and to track materials for security purposes.
4. The existing telephone and voicemail system needs to be replaced.
5. Wireless access points need to be upgraded, and new ones added.
6. Print management systems need to be installed on public computers and photocopiers.
7. Presentation technology needs to be installed in the community program room (Ceiling-mounted wireless LCD projector, remote control screen, sound system, and a smart board).
8. The number of computers, printers and peripherals needs to be increased for the expanded library.
9. The budget for computer equipment and technical support will have to significantly increase in order to expand computer services in the enlarged building.
10. The number of self-checkout computers needs to be increased.
11. An electronic sign board for library calendar and events needs to be installed near the library entrance.

The Technology Plan addresses six library service areas where technology has an impact:

Public Services

Goal: Expand and enhance public access through technology.

Action:

1. Upgrade public and staff computers designated in the annual replacement schedule, and replace printers as needed. PCs are on a 3-4 year replacement plan, printers are replaced only when necessary. 2007-2010. On-going.
2. The number of computers, printers and peripherals needs to be increased for the expanded library. 2009-2010.
3. Install a self-checkout computer in the Children's Room, 2008.
4. Continue to investigate and implement additional equipment to provide access for the visually impaired, 2008-2010, On-going.
5. Encourage implementation of patron-placed holds in network system, Library Connections. 2008-2009.
6. Fund and increase access to subscription online databases, providing availability within the library and from home. 2007-2010.
7. Continue ability for VITA (Volunteer Income Tax Assistance) volunteers to file patrons' tax returns electronically. Requires two computers and one networked printer. 2007-2010.
8. Install print management systems on public computers and photocopiers. 2009-2010.
9. Install presentation technology: a ceiling mounted wireless LCD projector, remote controlled electronic screen, a smart board, and a sound system in the community program room. 2009-2010.

Staff Services

Goal: Provide staff with hardware, software and training required to provide excellent service. To take advantage of the personnel and resources made available to us by the Connecticut State Library, our local library consortium and other continuing education opportunities to help keep staff abreast of the latest technological advances.

Action:

1. Upgrade public and staff computers designated in the annual replacement schedule, and replace printers as needed. PCs are on a 3-4 year replacement plan, printers are replaced only when necessary. 2007-2010. On-going.
2. Continue to investigate RFID (radio frequency identification device) use for coming library expansion in order to speed circulation of library materials; improve bibliographic control. 2008-2010.
3. The number of computers, printers and peripherals needs to be increased for the expanded library. 2009-2010.
4. Study self-check out workstations with possible application in present building in the Children's Room, and/or for expansion plans. 2008-2010.
5. Participate in Town IT Committee. 2007-2010. On-going.
6. All new staff hires must be computer literate. 2007-2010. On-going.

7. As budget allows, send staff to conferences sponsored by the American, Public, Connecticut, and New England Library Associations. 2007-2010. On-going.
 - Visit exhibit booths of technology vendors
 - Attend workshops on relevant technology topics
8. Require all staff to attend at least one computer workshop per year. 2007-2010. On-going.
 - All staff will obtain additional training in the use of Microsoft Office applications, as needed. 2007-2010.
 - Administrative staff will obtain additional training in the use of website software for both Town of Avon, and Library websites.
 - Appropriate staff will attend training on SIRSI (vendor name of integrated library system) upgrades, as needed. 2007-2010. On-going.

Network Services

Goal: Improve and maintain network connections. There is a need to always provide the fastest Internet connection as prompt delivery of information in electronic formats is becoming the prevalent method of information transfer.

Action:

1. Provide budget for technical support with Zaktec LLC, increasing the budget for the expanded building. 2007-2010. On-going.
2. Work with network consortium on upgrades of integrated library system software, SIRSI Workflows, 2007-2010. On-going.
3. Conduct annual assessments of telecommunication services, hardware and software inventory, plus systems and software upgrades needed for providing optimal services. 2007-2010. On-going
4. Budget for the purchase and maintenance of hardware, UPS equipment (uninterruptible power supply), and software (including upgrades), and telecommunications cabling and equipment as needed. 2007-2010.
5. Upgrade Fortres Security software, 2008, on-going as needed.
6. Conduct annual reviews and revisions of technology needs and goals in response to new developments and opportunities in technology as they arise (i.e. RFID, downloadable books, new audio and video formats, online databases, portable phone systems, etc.) 2007-2010.
7. Upgrade telecommunications wiring from Category 5 to Category 6 cable during expansion construction, 2009-2010.
8. Hire a part time (20 hr./wk.) staff person for technical support of the library's network and telecommunications system. 2009-2010.

Wireless Services

Goal: Upgrade and maintain the wireless network throughout the Library.

Action:

1. Upgrade the existing wireless access points to current wireless standards, 2008, and possibly again in 2009-2010 after expansion.
2. Maintain the wireless access points, 2007-2010, on-going.
3. Increase the number of wireless access points to allow service in the expanded building, 2009-2010.

Telecommunication Services

Goal: Maintain high speed telecommunications connections that will allow the library to provide excellent service.

Status: Three phone lines are for access to the library by the public.
One phone line is to be used for outgoing calls only.
Fax line for Library use
Emergency line for telephones in elevator and Area of Refuge
Modem line for digital HVAC panel (to be used for public fax machine)
TDD
Modem line hooked to analog card system (for 8 phones) extensions.

Action:

1. Working with our telecommunications vendor, investigate replacement of telephone & voice mail system. 2008-09.
2. Add portable phone capability to Adult Reference and Children's Reference Desks, 2009-2010.
3. Investigate installation and use of 2-way wireless phones for staff communication. 2009.
4. Upgrade telecommunications wiring from Category 5 to Category 6 cable during expansion construction, 2009-2010.
5. Install new telephone and voicemail system during expansion construction, 2009-2010.

Website Development and Maintenance

The Library's website was redesigned in October 2006 by The Computer Company, Inc. in Cromwell, CT. New staff took over as webmaster in March 2007. The basic infrastructure and design of the website were accomplished, but the page needs to grow, and be strongly promoted to the public.

Goal: Promote, maintain and improve website, expanding usefulness, functionality, and access to current information.

Action:

1. Promote the Library website through news releases, pathfinders, Friends of the Library newsletters to the public, teachers' e-newsletters for school personnel, and any other means. 2007-2010, on-going.
2. Provide staff training on web software. 2007, on-going.
3. Fund and upgrade Dreamweaver, Adobe Photoshop, and other software needed to keep the website current. 2007-2010, on-going.
4. Fund website hosting, 2007-2010, on-going.
5. Maintain the website. 2007-2010, on-going.
6. Hire a part time webmaster (20 hrs./wk.) to maintain the website, 2009-2010.

The Library maintains both its own website and the Town of Avon's website. The Town's website is hosted at Fuss & O'Neill in Manchester and the software used is through Virtual Town Hall.

Goal: Promote, maintain and improve the Town website in cooperation with other Town departments, which enter their individual updated data on the website.

Action:

1. Promote the Town website. 2007-2010, on-going.
2. Provide staff training on web software. 2007-2010, on-going.
3. Town should fund any software needed to keep the website current. 2007-2010, on-going.
4. Town should fund website hosting. 2007-2010, on-going.
5. All Town departments will maintain their departments data on the website. 2007-2010, on-going.

Evaluation

This plan will be reviewed quarterly by the Technology Committee with its accomplishments reported to the Library Board. Committee members will use experience in the business sector to evaluate the plan as well as recommend continued improvements. Staff will work to remain current with trends and issues in library technology through appropriate training, journals, workshops and conferences. Planning technology for the future will require flexibility and the ability to adapt and adjust to technical trends and changes ahead of us. Since technology is constantly evolving, this plan is considered a framework which will guide, but not limit, the library's use of technology.

Approval

This plan was approved by the Board of Directors of the Avon Free Public Library as recommended by the Technology Committee of the Library Board at their regular board meeting on October 16, 2007.

Avon Free Public Library Telecommunications Services to be Requested under the Universal Services Fund.

1. Voice and Fax lines and services. Funds will be used for maintenance and improvement of existing telephone services.

Equipment Inventory
September 1, 2007

Telephone Equipment: All purchased 3/15/1997
One Toshiba Strategy Voice Processing (Voicemail) Server
One APC Back-UPS 500 (uninterruptible power source)
One Bogen Amplifier, Classic Series
15 phone sets

Computer Network Equipment

| | | |
|-----------------------------------|----|--|
| Adult Area (Main floor) | | |
| Circulation workstations | 3 | |
| Self-Checkout | 1 | |
| Reference desk | 2 | |
| Public catalogs | 6 | |
| Public internet | 7 | |
| Technical Services | | |
| Staff workstations | 2 | |
| Server Room | | |
| Network Server | 1 | |
| Telephone voicemail server | 1 | |
| Interlibrary Loan Workstation | 1 | |
| Children's Room (Second floor) | | |
| Reference desk | 1 | |
| Public catalogs | 2 | |
| Public Internet | 8 | |
| Children's Staff Workstation | 1 | |
| History Room | | |
| Staff/Public workstation | 2 | |
| Administration | | |
| Director's Office | 1 | |
| Assistant Director's Office | 2 | |
| Administrative Assistant's Office | 1 | |
| Children's Librarian's Office | 1 | |
| Circulation Services Manager | 1 | |
| Administration Laptop | 1 | |
| Total for the library | 45 | |

**AVON FREE PUBLIC LIBRARY
TECHNOLOGY PLAN BUDGET 2007-2010**

| | 2007-2008 | | 2008-2009 | | 2009-2010 |
|---------------------------------|------------------|------------------|------------------|------------------|------------------|
| | TOWN | BOARD | TOWN | BOARD | |
| Telecommunications | 5,500 | | 5,500 | | *To be |
| Library Connection - network | 39,500 | | 40,550 | | determined |
| Library Website | 300 | | 300 | | |
| Equipment | 300 | 20,000 | 300 | 20,000 | |
| Staff Training | 200 | 1,000 | 200 | 500 | |
| Tech Support | | 16,000 | | 18,000 | |
| LAN Maintenance | | 2,000 | | 2,000 | |
| SUBTOTAL | 45,800 | 39,000 | 46,850 | 40,500 | |
| TOTAL | | \$ 84,800 | | \$ 87,350 | |

*Technology/Tech Plan
2007-2010*